

Civilian Pay Questions and Answers (Q&As) – Hurricane Katrina

Question: Will I receive my pay even though I am unable to report to work?

Answer: Yes, the civilian pay system is automatically generating time and attendance in the event none has been reported for an employee up to the number of hours you are scheduled biweekly. You will receive your basic salary and allowances. This procedure will continue until no longer necessary. If you have internet connectivity, additional information can be found at <http://www.dod.mil/dfas>.

Question: What will happen to my direct deposit if my financial institution is not operating?

Answer: Financial institutions are working with the Federal Reserve Bank to ensure alternate locations are available to access funds.

Question: What will happen with my check if mail cannot be delivered to me?

Answer: The Post Office has made provisions to distribute mail at alternate locations. However, if possible, it is suggested you make arrangements and change to electronic funds transfer to receive your biweekly payments. This can be done using myPay at <https://mypay.dfas.mil/mypay.aspx>.

Question: Will my allotments be processed as normal?

Answer: Yes, your allotments will be automatically sent to the financial institutions as normally done.

Question: Will my child support/alimony payments be processed?

Answer: Yes, child support/alimony payments will be processed as normal and sent to the designated recipients.

Question: Will my TSP/TSP Loans be deducted from my pay?

Answer: Yes, your TSP/TSP Loans will be automatically deducted as they normally are.

Question: Will my FSA/LTC payment be made?

Answer: Yes, payments for FSA/LTC will be sent to the provider.

Question: Where will my LES be sent?

Answer: If you receive a hardcopy LES, it will be sent to your address of record. If you have internet connectivity, we recommend you change your LES to electronic vice hardcopy. You can do so at <https://mypay.dfas.mil/mypay.aspx>.

Question: If I am unable to reach anyone at my work site is there an 800 number I can call for assistance with my civilian pay?

Answer: If you are unable to contact anyone in your agency or normal chain of command, please call 800-538-9043 for emergency payroll assistance.

Question: Is there additional information regarding the different programs available to me because of Hurricane Katrina?

Answer: Yes, the following websites contain information about programs you may be eligible to participate in resulting from Hurricane Katrina.

<http://www.opm.gov/katrina/benefits.asp>

www.cpms.osd.mil

<https://moversguide.usps.com/?referral=USPS>

<http://www.opm.gov/oca/compmemo/2005/2005-17.asp>